

# CORPORATE REPORT TO THE COMMUNITY



FISCAL YEAR ENDING DECEMBER 31, 2009, AND BUDGET YEAR 2010

## HERE TO SERVE YOU

### WORKING TOGETHER FOR A STRONGER BLOOMINGTON

By Mayor Gene Winstead

The City's long-term vision is to make Bloomington a more sustainable, safe, attractive and viable community. We do this by providing quality services at reasonable, competitive costs and by supporting the long-term property investments of residents and businesses through City reinvestment and renewal. Examples of our efforts and the people who help us achieve our goals can be found throughout the pages of this document.

This year's *Corporate Report to the Community* theme, "Dedicated to Service," describes the means by which we carry out our vision as we work together for a stronger community.

The City's financial position and conservative spending patterns have helped keep tax increases low, as evidenced by the City maintaining the highest bond ratings from Standard and Poor's, Moody's, and Fitch credit rating agencies. See page CR6.

To maintain an affordable price for City services, the City Council adopted a preliminary property tax levy for 2010 of \$44,606,281, an increase of 2.98 percent from 2009. On December 21, 2009, the City Council approved the 2010 General Fund Budget of \$54,710,503 and adopted a final property tax levy for 2010 of

\$44,606,281, the same as the preliminary budget and levy. Other fund budgets, including Enterprise, Internal Service and Special Revenue, were approved by the City Council in October through December 2009.

Efforts to provide housing alternatives and revitalize commercial areas with sustainability in mind will continue to be a priority. We will continue to reinvest in our infrastructure and older areas that are no longer competitive in today's market. The City's 2010 budget



is aligned with these ongoing efforts.

The following projects were approved and are currently in the planning or implementation stages:

- The **Penn-American District Plan**, now in its final stages, will create a mixed-use retail, office and residential neighborhood adjacent to the I-494 and I-35W interchange.
- The **Normandale Lake District**, already established as the metropolitan area's preeminent suburban office location and home of a park reserve of regional significance, contains about 15 percent of the city's commercial and residential development potential.
- The **South Loop District Plan**, formerly branded as Airport South, will advance development of this vital commercial and employment center. See page CR8.
- **Older adult housing** projects are proposed for *Bethany Senior Housing*, 6600 and 6820 Auto Club Road, and *Portland Commons*, 8735 Portland Avenue South. Projects that were recently completed include *Penelope 35 Apartments Phase II* on Beard Avenue, the *Village on 9 Mile Creek* final addition on Old Shakopee Road and *Crossings at Valley View* on Portland Avenue.

- **Other developments** include: *Wealshire of Bloomington*, a 130-bed memory-care facility, 10601 Lyndale Avenue South; the *Richdale Group's* 282-unit apartment complex, 82nd Street and Stanley Avenue; and *Covington Apartments* on Green Valley Drive, north of Normandale Lake Boulevard, the proposed site of 250 luxury rental apartments.

While 2009 was difficult for most, by maintaining its strategic focus and making use of downturn strategies developed in the 1990s, the City was able to finish the year in positive financial territory. The City of Bloomington will remain dedicated to improving its service to you as residents and businesses, not just for the short term, but in a manner that will sustain this great community long into the future.

#### THROUGHOUT THIS REPORT

The monthly expenses for City services described in this report use a median-priced home in Bloomington that has an assessor's market value in 2010 of \$228,600, with monthly property taxes for City services of \$67.55.

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Capital Projects and Debt Service.

When you see **WEBSITE KEYWORDS**, go to [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us) for more information.

Award for Outstanding Achievement in Popular Annual Financial Reporting

PRESENTED TO

City of Bloomington  
Minnesota

for the Fiscal Year Ended  
December 31, 2008

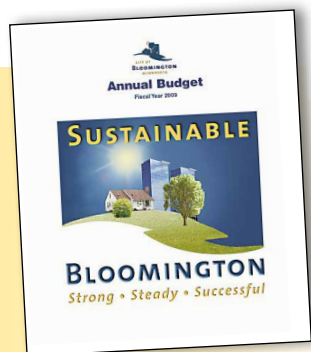


President  
Jeffrey J. Lowe  
Executive Director

## FINANCIAL AWARDS

The Government Finance Officers Association (GFOA) of the United States and Canada has given the City of Bloomington the Award for Outstanding Achievement in Popular Annual Financial Reporting for the fiscal year ended December 31, 2008. This prestigious national award recognizes the City's conformance with the highest standards for preparation of state and local government popular reports.

The City has received the Popular Award for 10 years, the Distinguished Budget Award for 13 years and the Certificate of Excellence in Government Reporting for the past 38 years.



## FINANCIAL REPORTS ONLINE

Check out the financial reports online.

Bloomington's 2010 Annual Budget, Budget Summary, Comprehensive Annual Financial Report and Corporate Report to the Community are available on the City's website.

**WEBSITE KEYWORDS: FINANCE.**

## What does CUSTOMER SERVICE mean to you?

Rebecca ~ Plumbing Inspector ~ 3 years



"Being courteous, friendly and prompt."

"Caring for a customer in a respectful, friendly and efficient manner."



Amy ~ Accountant ~ 4 years





PAINTING THE WAY TO SAFER ROADS

Traffic Maintenance staff, such as Laborer Sam Baltes, paint 500 crosswalks, 280 traffic arrows, 50 railroad crossing symbols and 210 lineal miles of road lines per year. Pavement markings provide traffic control and guidance, supplement regulations or warnings, and do so without diverting the driver’s attention from the road.

CITY OF BLOOMINGTON ORGANIZATIONAL CHART

Bloomington’s Charter provides for a council-manager government. The stability of our organization is reflected in the City having had only two city managers in the last 43 years.

The City Council and Mayor, who serve part time, are elected by the people, exercise legislative power and determine all City policies. Advisory boards and commissions gather information and advise the City Council on specific issues. Policy development and day-to-day operations are directed by the Council-appointed City Manager. The City Manager oversees the eight departments and the Technical Services Group that carry out the services, activities and policies of the City of Bloomington.



YOUR TAX DOLLARS HARD AT WORK  
WHAT THE OWNER OF A MEDIAN-VALUED HOME PAYS

Residents receive a wide variety of City services at an affordable price.

The cost of City services in 2010 for the owner of a median-priced, single-family home in Bloomington with an assessor’s market value of \$228,600 is \$67.55 per month. Utilities also remain competitively priced in 2010 and did not increase from 2009. The value received from City services compares favorably to charges for other monthly bills.

Net property tax cost is obtained by subtracting all revenue sources other than the property tax from departmental expenditures. Water and sewer utilities are fee-based.

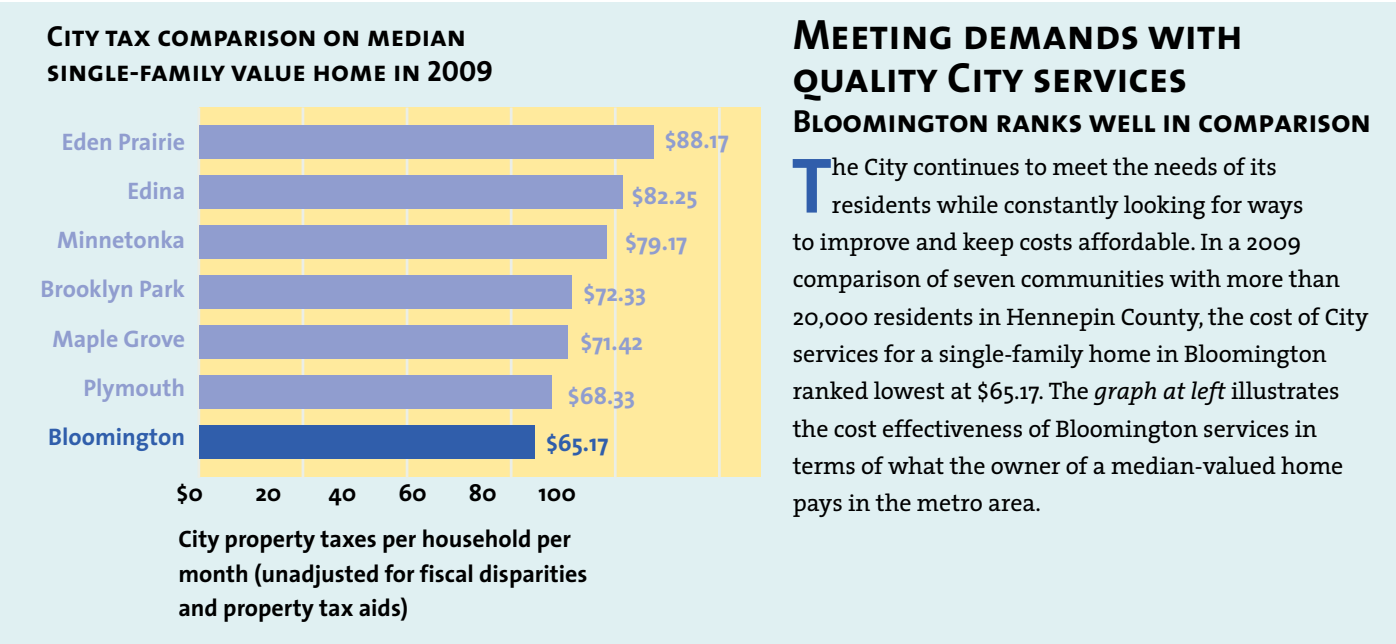
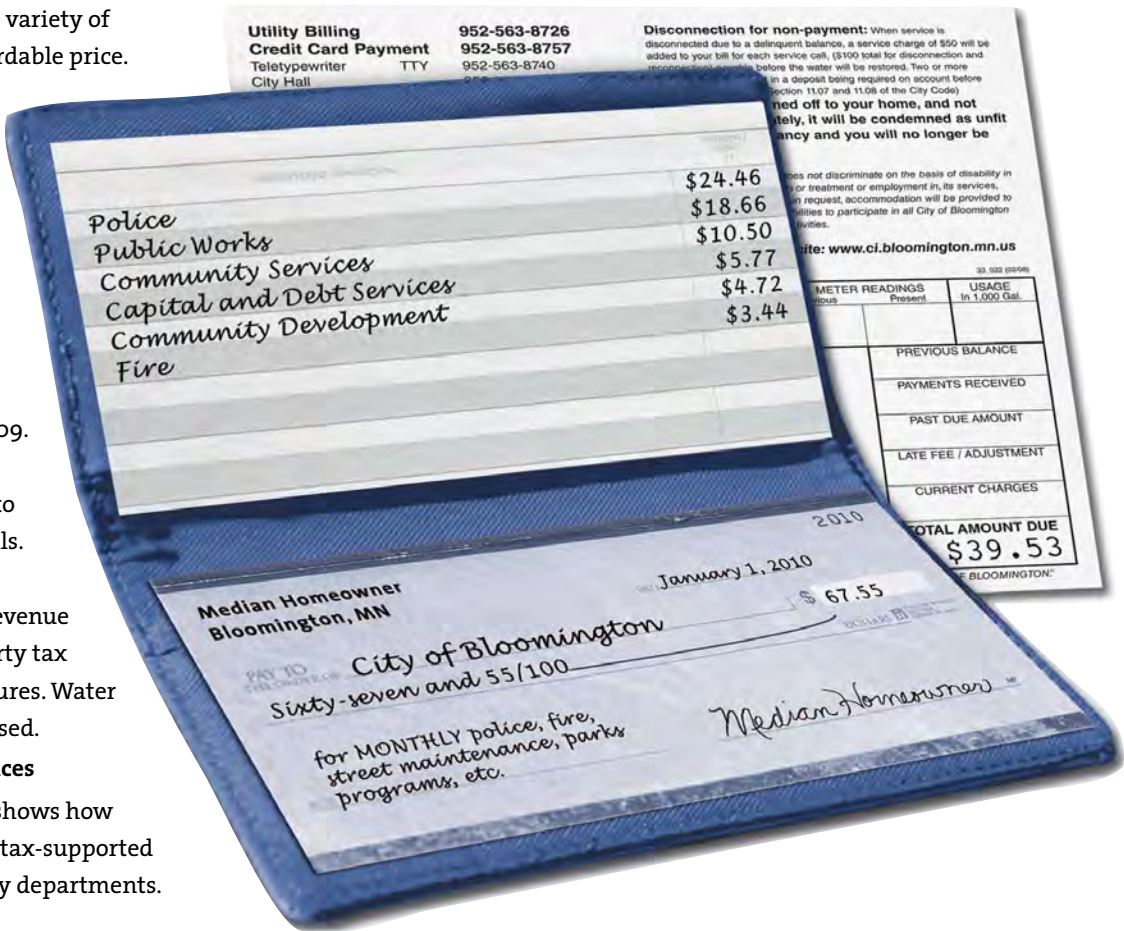
Property tax-supported services

The checkbook, at right, shows how the monthly cost of property tax-supported services is divided among City departments.

Monthly cost of utilities

Based on an average usage of 7,500 gallons per month, monthly cost of utilities for a home in Bloomington is \$39.53 in 2010. Services include water, sewer, stormwater and solid waste. See page CR7 for more information on Utility costs.

Note: Water bills are mailed bimonthly and average \$79.06 per bill.



MEETING DEMANDS WITH QUALITY CITY SERVICES  
BLOOMINGTON RANKS WELL IN COMPARISON

The City continues to meet the needs of its residents while constantly looking for ways to improve and keep costs affordable. In a 2009 comparison of seven communities with more than 20,000 residents in Hennepin County, the cost of City services for a single-family home in Bloomington ranked lowest at \$65.17. The graph at left illustrates the cost effectiveness of Bloomington services in terms of what the owner of a median-valued home pays in the metro area.

YOUR 2010 TAX DOLLAR

The single-family residential tax dollar is divided among several governmental entities. As the graphic shows, for every dollar of taxes paid, 29 cents are for City services. The actual amount of taxes owed is based on market value, tax law and the levy. The levy for all local governmental entities is spread across properties within each entity’s respective boundaries using tax capacity, a function of market value and property type. After applying educational aids, a Bloomington homeowner with a median-valued home pays \$2,755 in property taxes. Of that, \$811, or \$67.55 per month, goes to the City for services. The remaining \$1,944 goes to the School District, County and other taxing districts.



Jim ~ Center for the Arts Manager ~ 6 years



“Anticipating needs and requests and then exceeding expectations in their delivery.”

“A friendly attitude, a willingness to listen and an empathy for others.”



Judy ~ Information Systems Assistant ~ 7 years



# ACHIEVING LONG-TERM RESULTS

## STREAMLINING OPERATIONS STRENGTHENS THE CITY AND COMMUNITY

The City of Bloomington has always been focused on how to streamline operations while continuing to offer the community quality services at an affordable price. In both expanding and contracting economic times, the City looks to

improve the cost-effectiveness of its services and does not staff or provide services beyond what it can sustain through a normal downturn. In this way, we choose to shape the future rather than react to a changing environment.

One of the City's goals is to improve its service to residents and businesses – not just for the short term – but in a manner that will sustain our community long into the future. The following are some examples of how the City is achieving this goal.



Snowplow operator Jamie Van Thuyne helps keep city roads safe.

## TRACKING PARKS AND RECREATION

*“City staff does a wonderful job and it shows – from Public Works to Parks and Recreation programs, I could go on and on.”*

Resident Jolene Bergerson

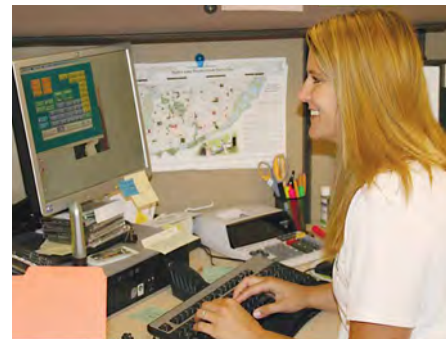
Parks and Recreation schedules athletic activities for more than **5,000 individuals per year**. To keep track of these activities they use a software application. The program features an online registration system that enables users to register for activities, view availability of recreation facilities, and get the latest schedules and standings for the adult sports leagues, all from their home computers.

“Our customers and staff love the online system,” Parks and Recreation Assistant Manager Greg Boatman said. “It has helped streamline our services.”

Nearly **1,000 households** used the online system in 2009, **saving the City more than \$8,000** in costs.

Since its inception, **more than 60 percent of registrations** for youth programs have been completed online.

WEBSITE KEYWORDS: ONLINE PROGRAMS.



Recreation Supervisor Kari Hemp demonstrates how easy it is to use Parks and Recreation's online registration system.

## BATTLING SNOW WITH COMPUTERS

*“The snowplowing crews do such excellent work. In a time of limited budgets, their hard work is much appreciated.”*

Resident Tony Massaros

A Christmas Eve blizzard in 2009 piled more than a foot of snow onto Bloomington streets, but Public Works crews were prepared, thanks in part to new automated vehicle location (AVL) units installed in their trucks. The units contain global positioning systems (GPS) that monitor not only where a truck is located, but how much snow has been plowed. The GPS also shows how much salt and sand are being disseminated. The practice promotes sustainability because it reduces overuse of materials and helps prevent over-salting that could pollute nearby waterways.

Soon residents may be able to go online to see when snowplows will visit their streets. The AVL units with GPS won't just be used in the winter, but will be used year-round to streamline street sweeping and mowing operations.

## EXPANDING OUR VIRTUAL COMMUNITY

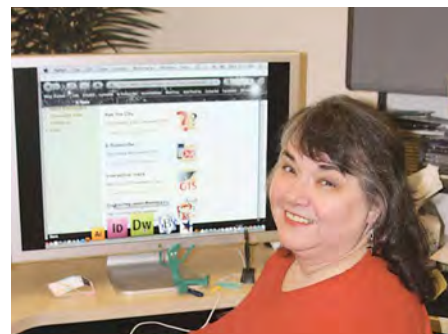
We're expanding our virtual community to provide online services that are more sustainable and convenient by meeting people where they want to be, 24 hours a day, seven days a week, 365 days a year.

**E-Tools**, that allow you to find answers any time of the day, include:

- **Ask the City** – Find answers and submit questions online.
- **E-Subscribe** – Receive City news events via e-mail or on your cell phone.
- **Online program services** – Sign up for activities online. *See article above.*
- **Webcasts** – View City meetings from the comfort of your own home.
- **Interactive maps** – Search our geographic information system

*“Beautiful job on your website – it's easy to find everything and very well done.”*

Luann Schmaus, Hennepin County



Webmaster Jan Norbeck ensures the City's website is user-friendly.

for construction projects, zoning information or crime stats.

The numbers show people are using these services. To date, **more than 3,500 subscribers have signed up with E-Subscribe**. In 2009, *Ask the City* served more than 5,300 individuals. In addition, the City of Bloomington's website traffic soared this past year with a **record 474,160 unique visitors**. Additional traffic was generated by these new tools, but the numbers also show that more and more people go online to get their information. The City's goal is to be there to meet them.

WEBSITE KEYWORD: E-TOOLS.

## REVAMPING HUMAN SERVICES' TRANSPORTATION

*“I'm so grateful that we have a transportation option in Bloomington. Without it, I would probably just stay at home.”*

Transportation program participant

Human Services provides older adults and persons with disabilities transportation for personal trips, such as to and from Creekside Community Center, medical appointments, grocery shopping and employment. The transportation program ensures that older adults and people with disabilities remain active and healthy members of the community.

In 2009, Human Services revamped its transportation program to focus on

a small number of older adults who do not qualify for existing transportation services outside of the city. By helping residents determine their eligibility for other transportation programs, the City was able to sharpen the focus of its transportation program services, **saving \$40,890** in 2009. It was more cost-effective to provide transportation service to qualifying adults through the use of City cars and accessible taxis.



Human Services' driver Bob Anderson helps transport visitors to and from Creekside Community Center.

WEBSITE KEYWORDS: TRANSPORTATION SERVICES.



## BREAKING THE LANGUAGE BARRIER

City employees like **Office Support Specialist Sharon Williams** communicate easily with non-English speaking customers using an automated interpretation service. The service provides quick, over-the-phone translation of 179 languages.

Joleen ~ Mail Coordinator ~ 9 years



“Synergy:  
The action of the  
City as a whole.”

“Ability to please before, during and after  
an interaction with a customer.”



Jacob ~ Animal Control Officer ~ 10 years





## WORKING TOGETHER

# CREATE A STRONGER BLOOMINGTON BUILDING RELATIONSHIPS AND PRIDE IN COMMUNITY

**W**hat do all Bloomington residents, business owners, employees and visitors have in common? We all have a vested interest in Bloomington's future success. The City of Bloomington builds strong partnerships to work toward creating a stronger, more vibrant community.

The City's vision for the future is to build and renew the community by providing quality services, promoting redevelopment and guiding growth in a more sustainable, fiscally sound manner. Although it plays a key role as catalyst and planner, the City needs community partners to help make Bloomington a stronger community. Below are just a few examples of partnerships that help us realize this vision.



### FOR NEW MOTHERS

**P**ublic Health provides education and counseling to expectant mothers, new parents and families. They are a resource for health care questions about child growth and development. **Public Health Nutritionist Marianne Nelson** is shown above with Public Health's youngest "employee." She is a doll used by specialists and lactation consultants during Women, Infants and Children Clinics to demonstrate the proper way to hold and breastfeed an infant.

## PROTECTING OUR NEIGHBORHOODS

### POLICE TEAM UP WITH APARTMENT MANAGERS TO REDUCE CRIME

**C**ommunity Property Manager for Penn Place Apartments Deb Beall met Bloomington **Police Officer Jim Caauwe** at her daughter's elementary school fundraiser more than 10 years ago. Since then, she has worked with Officer Caauwe on a number of projects through the City's Crime Free Multi-Housing Program, Citizen's Police Academy and a consortium of Bloomington apartment building managers. Their relationship has been instrumental in helping Penn Place Apartments go from 125 incident calls per year to almost zero.

"Jim is the first person I call when I need advice or ideas," Beall said. "He keeps us current on local crime trends and activities, and he has been instrumental in helping to bridge the gap between the immigrant population in our building and the police."

Caauwe, a Bloomington police officer for 15 years, said he enjoys working with apartment managers and others to solve tough problems. One of the biggest challenges he faces in his job

is gaining the trust of people who hold negative perceptions about police.

"Sometimes I work with people who don't see the benefit of having police on their side or think we only want to evict their tenants when in reality, we all have the same goal – to reduce crime," Caauwe said.

Community partnerships keep neighborhoods safe. The Bloomington Crime Free Multi-Housing Program is a collaborative effort among the Bloomington Police Department, rental property owners, managers and tenants. The program was designed to reduce crime and nuisance problems in rental properties.



*"There are children in our building who think of Officer Caauwe as their own private police officer. All of our residents feel much safer now that we've been working with the Bloomington Police Department."*

*Deb Beall, resident and manager of Penn Place Apartments*



*"We've lived here since 1992. Our first interaction with the City was a great experience."*

*Al Konigson, resident, left*

## GOING THE EXTRA MILE

### COMMUNICATION IS KEY TO MAKING ROADWORK GO SMOOTHLY

**B**loomington residents Al and Carol Konigson never expected to enjoy the weeks-long experience of having their street sealed, and curbs and gutters replaced. Then they met **Engineering Technician Bob Simons**, who communicated to them everything that the City was doing, every step of the way. The open communication between the Konigsons and City engineers and contractors resulted in a great working relationship.

"The main challenge with any project is to be responsive to resident concerns and work with the contractor to resolve those concerns, while continuing with completion of the project," Simons said.

Simons said he makes it a point to meet with residents at the onset of any Pavement Management Program (PMP) work to let them know what to expect and to encourage them to contact him with any questions or concerns.

The PMP is a maintenance plan for streets. It involves performing periodic pavement sealcoats or overlays, so that a street's lifespan can be more than tripled before costly reconstruction is needed. The PMP project on Bush Lake Drive

involved a complete reconstruction of the street, including sealing cracks and replacing curbs and gutters on the cul-de-sac.

The Konigsons requested that when the contractors replaced the curbs in front of their property the driveway be widened. Since the work was already scheduled to be done, the City agreed to the request. Simons worked with the Konigsons to ensure that the project went smoothly.

"It was an excellent experience to work with Bob and the rest of the crew," Konigson said. "Everyone was extremely professional and a pleasure to be around."

**Diane** ~ Volunteer Firefighter ~ 10 years



*"Educating residents about fire prevention and fire safety."*

*"All parties walk away with a strong sense of well-being."*



**Carol** ~ Computer Analyst ~ 12 years



## COORDINATING OUR EFFORTS

### BRINGING VACCINATIONS TO HIGH RISK GROUPS IS NO SMALL TASK

In 2009, Bloomington Public Health (BPH) vaccinated more than 5,500 people for the H1N1 flu virus. To administer the vaccine effectively to priority groups, BPH worked closely with Bloomington School District to bring clinics to public schools in Bloomington, Edina and Richfield.

The City began its partnership with the district on issues related to mass vaccination dispensing in 2006 when the school district agreed to allow the use of their facilities as large scale vaccination sites.

Executive Director of Community Relations and Emergency Management Coordinator for Bloomington Public Schools Rick Kaufman worked closely with

BPH on everything from H1N1 response plans and emergency management to coordinating clinic locations.

"In the beginning, it was very challenging not having enough vaccinations or being able to receive them in a timely fashion, but we were able to adjust and find the most practical and efficient opportunities for hosting clinics," Kaufman said. "The most rewarding aspect was our collaboration as two organizations with the same goal of educating and assisting our community."

**Public Health Administrator Karen Zeleznak** and **Emergency Preparedness Coordinator Lisa Brodsky** consider the school district to be an invaluable community partner.

According to Brodsky, there was a large amount of prep time that went into coordinating each clinic to ensure that they ran as smoothly as possible for all parties involved.

"Once the clinic site was selected, we did a walk-through of the building with school staff and designed a layout for the flow of the clinic," Brodsky said. "Supplies were ordered and packed. We identified our staffing needs and scheduled accordingly."

*"The school district was extremely helpful, as well as flexible, especially considering we had to modify our plans several times."*

*Emergency Preparedness Coordinator Lisa Brodsky, right*



## POOLING OUR RESOURCES

### EMPLOYEES' DIVERSE SKILLS RESULT IN SOME VERY SATISFIED CUSTOMERS

When Assistant Maintenance Superintendent Jim Eiler needed an extra snowplow operator after back-to-back snowstorms hit the city this past winter, he didn't have to look any further than Dwan Golf Club.

**Bloomington Maintenance Technician Jason Raabe** works full-

time at Dwan doing everything from mowing and landscaping to repairing equipment. When Public Works needs him, he also operates a snowplow.

"Public Works will usually call me after it snows and ask me to come over," Raabe said. "Sometimes I'll go in at three or four in the morning."

Raabe, who has worked for the City for five years, said that operating a snowplow is a nice change of pace from his regular duties.

Resident Gordon Lee noticed Raabe's

snowplowing skills this past winter when Raabe plowed his street.

"I've lived on this circle for 48 years and I was extremely impressed by the job this young man did," Lee said. "He was able to plow our circle quickly and yet left very little snow at the end of our driveway."

Eiler said that providing 24-hour coverage during a major snow event is always a team effort.

"They say it takes a village to raise a child; well, it takes a City to plow through a major snowstorm and employees from nearly all City departments help."



### TAKE A LOAD OFF

When Street Maintenance needed a quick way to take sanders off snowplow trucks to free them up for maintenance tasks, **Equipment Operator Paul Fink** had an idea. He created a device to lift sanders off trucks quickly and safely. Fink built not one, but six sander removers. City trucks now work more efficiently, saving \$4,800 a year.



*"We've lived in Bloomington since 1961, so we have a long history of observing snowplow operators. The service just keeps getting better. It is really appreciated."*

*Gordon Lee, resident, right*

## TRAINING MATTERS

### FIRE SAFETY IMPORTANT TO LOCAL BUSINESSES

**Laura McCarthy** has been a volunteer firefighter in Bloomington for more than 20 years. She also works for the City as a **Fire Inspector**. McCarthy conducts dozens of fire safety trainings a year for local businesses and schools. Most recently McCarthy provided safety training to Richie Engineering, a manufacturer of HVAC and automotive AC products in Bloomington.

Human Resources Manager for Richie Engineering Sherry Crocco called the City looking for someone who was knowledgeable about fire safety to deliver an easy-to-understand and engaging presentation to employees.

"Working with Laura was great," Crocco said. "She showed a video, demonstrated how to use a fire extinguisher, discussed fire safety tips and made herself available to answer any questions our employees had. We received a fantastic response from our employees after the training."

In addition to providing fire safety training, Bloomington Fire Prevention conducts regular inspections of commercial, industrial and multi-family residential structures to ensure continued compliance with Minnesota fire and building codes. The Division also investigates Bloomington fires

to determine cause and origin, and works with the Police to investigate arson.

*"I have the best of both worlds working full time and as a volunteer for the*

*City. I get to help people in a variety of ways because I see things from the perspective of a fire inspector and a firefighter."*

*Fire Inspector and Deputy Fire Chief Laura McCarthy*



**Shannon** ~ Environmental Health Program Coordinator ~ 13 years



*"Treating every resident as if they sign my paycheck, because they do."*

*"Being committed to improving quality of life for citizens."*

**Chuck** ~ Police Sergeant ~ 15 years





2010 OPERATING REVENUE SOURCES

The City’s major funds fall into the categories of General, Enterprise, Debt Service, Capital Projects, Internal Service and Special Revenue. Shown on the next three pages, these funds demonstrate how quality City services provide a good value for your tax dollar.

Bloomington’s low property tax rate is maintained by maximizing other funding sources, continuing to encourage growth of the City’s diverse tax base and looking at new ways to bolster productivity. By diversifying revenue, the City is in a strong position to withstand economic shifts.

Property taxes	\$42,320,169
Fees/charges	25,214,491
Program income	7,129,146
Lodging/admissions	5,980,000
Licenses/permits	3,435,000
Intergovernmental	4,703,581
Transfers/other	3,498,429
Special assessments	2,006,000
Interest	1,133,511
Fines/forfeitures	1,126,500
Franchise fee	1,088,000
Total revenues	\$97,634,827

2010 BUDGETED EXPENDITURES BY FUND

The City of Bloomington’s budgeted expenditures for 2010 total \$99,860,594.\*

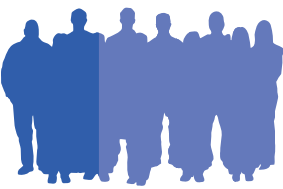
General Fund	\$54,710,503
Enterprise Funds	33,821,395
Debt Service Funds	6,263,015
Special Revenue Funds	5,065,681
Total expenditures	\$99,860,594

\* The \$2,225,767 difference between 2010 revenues and expenditures is the planned expenditure(s) of reserves for Capital Projects, see page CR8.



POTHOLE PATROL

The City maintains 360 miles of pavement. The scheduled maintenance program includes crack sealing, sealcoating and overlay. Potholes are repaired by **Street Maintenance laborers such as Chris Nelson**. His goal is to patch areas that will provide a safe street network throughout the city. Any inquiries received about potholes are generally handled within 24 hours.



THE GENERAL FUND

The General Fund, which accounts for a majority of City services, is Bloomington’s primary operating fund. It uses current revenues to fulfill current expense obligations. This section contains specific information about each department within the General Fund.

	2008 ACTUAL EXPENDITURES	2009 UNAUDITED EXPENDITURES	2010 BUDGET	NET PROPERTY TAX*
POLICE	\$17,932,898	\$18,797,556	\$19,552,055	\$24.46
The Police Department works with the community to make Bloomington a safe place to live, and partners with residents and businesses to address their diverse needs.				
PUBLIC WORKS	\$11,496,089	\$11,615,310	\$11,906,382**	\$18.66
Public Works provides safe and efficient transportation routes throughout Bloomington; maintains the City’s streets, parks, vehicles and public facilities; and reviews the impact construction and development projects will have on local and regional infrastructure.				
COMMUNITY SERVICES	\$8,463,548	\$8,484,529	\$8,712,560	\$10.50†
Community Services offers human services programs, manages parks and recreational activities, produces communication materials and provides public health services. † Recreational facilities funding is \$1.51 of this total.				
COMMUNITY DEVELOPMENT	\$5,759,803	\$5,949,914	\$6,116,997	\$4.72
Community Development partners with the community to enhance Bloomington through planning, economic development and redevelopment activities. The department promotes health and safety by obtaining compliance with state and City codes.				
FIRE	\$2,879,090	\$2,854,297	\$2,481,919	\$3.44
The Fire Department protects the community by performing rescues; responding to fires, emergencies and hazardous materials incidents; and teaching fire prevention.				
TECHNICAL SERVICES	\$2,232,513	\$2,096,325	\$2,403,897	***
Technical Services furnishes licensing, assessment, elections, records management and cemetery services to Bloomington’s residents as well as internal technology support to City departments.				
FINANCE	\$1,117,022	\$1,133,434	\$1,030,772	***
Finance provides financial management and internal support services to other departments.				
LEGAL	\$1,007,081	\$1,088,789	\$1,112,337	***
Legal prosecutes misdemeanors and advises the City Manager, City Council, City departments, and advisory boards and commissions.				
HUMAN RESOURCES	\$646,530	\$623,396	\$694,254	***
Human Resources recruits and assists in hiring staff, oversees employee benefit programs and conducts employee relations activities on behalf of the City.				
COUNCIL, COMMISSIONS, CITY MANAGER	\$594,528	\$577,958	\$879,686****	***
Bloomington is governed by an elected, part-time City Council consisting of a mayor and six councilmembers. Legislative power is vested in this Council, which appoints citizens to advisory commissions, and a City Manager, who is responsible for the administration of City business. The City Manager appoints all other employees and performs duties as directed by the Council.				

\* Net property tax is the portion of the levy allocated to these services per month.  
\*\* Includes \$1.44 million in a separate levy for the Pavement Management Program.  
\*\*\* These administrative services are allocated to other General Fund budgets and programs.  
\*\*\*\* Due to reallocation of supporting services expenses.

A SIGNIFICANT ACHIEVEMENT – THREE TRIPLE-A RATINGS

Bloomington ranks with an elite few cities nationwide in holding three triple-A bond ratings. The City maintains its Aaa from Moody’s, AAA from Standard & Poor’s and AAA from Fitch Ratings, the highest bond ratings awarded by these agencies.

Bloomington is one of only 24 cities out of more than 19,000 municipal governments in the U.S. that have achieved three triple-A ratings. Our city is currently the only city in Minnesota to hold all three highest ratings. According to the agencies, our triple-A status reflects the City’s conservative fiscal management, diverse economic base, central location, low unemployment rates that fall below state and national averages, and continued success in the Mall of America tax increment district.

The City’s excellent bond ratings signal current and potential investors that our financial future is strong and ensure interest costs will remain low. It also signals businesses and individuals that Bloomington is a financially healthy community.



Heidi ~ Police Officer ~ 18 years



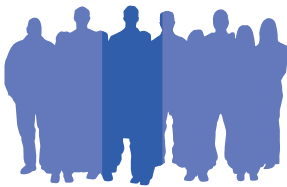
“Quality is Job #1.  
I try to embrace that motto every day.”

“All we have to sell is ‘time’ and  
‘service’ is our business.”



Rick ~ Golf Course Manager ~ 21 years





ENTERPRISE FUNDS

These funds consist of utilities, recreational facilities and contractual police services primarily supported by user fees.

		2008 ACTUAL EXPENSES	2009 UNAUDITED EXPENSES	2010 BUDGET	AVERAGE FEE PER MONTH
COMMUNITY SERVICES	RECREATIONAL FACILITIES	\$4,657,768	\$4,658,536	\$5,013,874	\$1.65*
PUBLIC SAFETY	CONTRACTUAL POLICE	1,220,359	521,248	540,000	--
PUBLIC WORKS	SOLID WASTE MANAGEMENT	718,309	1,128,581	1,334,175	2.42**
	STORM WATER UTILITY	4,661,140	3,421,559	5,280,548****	5.01
	WASTE WATER UTILITY	10,425,958	11,202,556	9,751,791****	12.82
	WATER UTILITY	11,439,505	10,654,894	11,305,586	19.28***
TECHNICAL SERVICES	MOTOR VEHICLE OFFICE	553,673	562,688	595,421	--

- \* Amount is included in the \$10.50 that the property owner of a median-valued home pays for Community Services per month.
- \*\* Not including a 61 cent recycling credit residents receive per month from a county grant.
- \*\*\* Based on 7,500 gallons per month.
- \*\*\*\* Difference due to changes in Annual Capital Projects.



INTERNAL SERVICE FUNDS

These funds finance interdepartmental goods and services on a cost-reimbursement basis from a variety of end-user funds. Internal Service Funds are supported by interdepartmental user fees already included as expenses to other funds in this report.

	2008 ACTUAL EXPENSES	2009 UNAUDITED EXPENSES	2010 BUDGET
EQUIPMENT POOL	\$5,790,800	\$5,763,665	\$5,773,162
FACILITIES REPLACEMENT	3,096,094	4,096,444	5,290,059
INFORMATION SYSTEMS	3,409,983	3,542,738	4,117,523
INSURED BENEFITS	7,581,860	8,311,193	8,808,418
PUBLIC SAFETY RADIO	765,313	287,390	460,929
SUPPORT SERVICES	712,121	734,199	541,252
SELF-INSURANCE	1,619,438	1,055,482	1,935,014
ACCRUED BENEFITS	1,552,704	1,536,148	1,652,740



SPECIAL REVENUE FUNDS

These funds account for revenues used for specific purposes including housing and community development, communications, public health initiatives and law enforcement activities.

		2008 ACTUAL EXPENDITURES	2009 UNAUDITED EXPENDITURES	2010 BUDGET	FUNDING
COMMUNITY DEVELOPMENT	AIRPORT SOUTH ENVIRONMENT REVIEW	\$156,966	\$38,533	\$53,000	Environmental review fees
COMMUNITY SERVICES	COMMUNICATIONS	1,166,856	1,272,747	1,354,490	Franchise fee/other fund charges
	PUBLIC HEALTH SPECIAL REVENUE	756,420	1,082,357	1,864,021	State grants
PUBLIC SAFETY	POLICE SPECIAL REVENUE	1,823,611	1,508,283	1,794,170	Forfeited assets and grants and one-time reimbursement*/ property taxes**

- \* Used for specific police capital and operating expenses.
- \*\* If the City is required to fund Bloomington's Fire Pension Fund, the tax levy will be the funding source.



MAINTAINING BLOOMINGTON'S WATER QUALITY

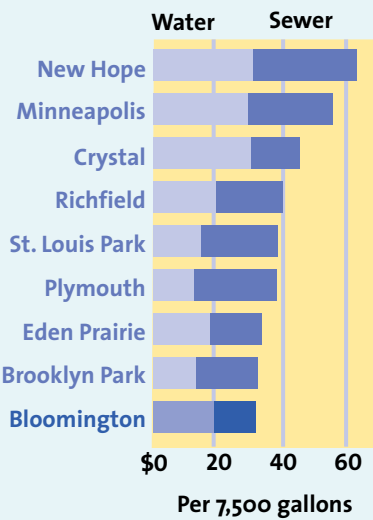
The City has two laboratories to help maintain federal, state and local water quality standards. The *Process Control Laboratory* runs tests each day to control and ensure that the Sam H. Hobbs Water Treatment Plant is operating correctly. The state-certified *Tri-City/William Lloyd Analytical Laboratory* monitors our groundwater supply, purchased water from the city of Minneapolis and water quality throughout Bloomington's distribution system. Both laboratories provide testing services to uphold the safety of our drinking water. *See Water Quality Report insert.*

2009 RESIDENTIAL WATER AND SEWER RATE SURVEY

Monthly costs to residents in nine cities for water and sewer service in 2009 range from \$31.35 per 7,500 gallons in Bloomington to \$62.02 in New Hope. Most of these cities, including Bloomington, soften their water before distribution to residents.

The City's softened water and sewer services are bargains at only 1 cent per 2.4 gallons – another example of how the City's quality services are a good value.

2009 MONTHLY COSTS FOR WATER AND SEWER SERVICES



Minnesota state law, Chapter 156 of the Session Laws of 2005, requires that “a city or county with a population of more than 15,000 must annually notify its residents of the positions and base salaries of its three highest-paid employees.” For the City of Bloomington, names, titles and salaries are: Mark Bernhardson, City Manager – \$154,569; Karl Keel, Public Works Director – \$144,616; and Larry Lee, Director of Community Development – \$140,188.



PLAYGROUND PROTECTORS

Playground safety staff install, repair and conduct safety inspections on all City and 10 school playgrounds. **Assistant Maintenance Superintendent Paul Edwardson**, center, is one of seven Certified Playground Safety Inspectors who make sure Bloomington playgrounds are safe.

Danette ~ Office Assistant ~ 25 years



“Friendly, courteous and a little conversation goes a long way.”

“Excellent customer service means providing what the customer wants, when the customer wants it.”

Bob ~ BIG\* Maintenance Superintendent ~ 31 years



\*Bloomington Ice Garden.



WHAT DO YOU THINK?

Direct comments to the Finance Department, phone: 952-563-8790, e-mail: [finance@ci.bloomington.mn.us](mailto:finance@ci.bloomington.mn.us) or visit our website.

ABOUT THIS REPORT

The City Council presents this corporate report of financial and related information to show how Bloomington’s city government performs. This publication does not include Housing and Redevelopment Authority or Port Authority budgets.

**Mayor**  
Gene Winstead, 952-888-1258 (h); [gwinstead@ci.bloomington.mn.us](mailto:gwinstead@ci.bloomington.mn.us)

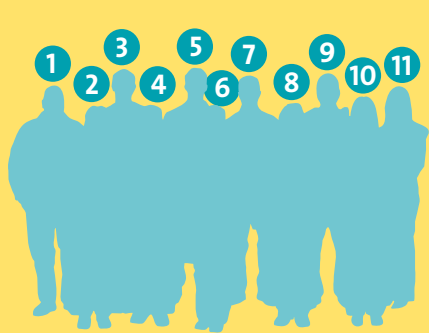
**Councilmembers**  
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Steve Elkins, 612-578-2103 (c)  
Amy Grady, 952-884-6502 (h)  
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Karen Nordstrom, 952-831-5221 (h)  
Steve Peterson, 952-884-3262 (h)  
Vern Wilcox, 952-854-1425 (h)

**City Manager**  
Mark Bernhardson, 952-563-8780  
[citymanager@ci.bloomington.mn.us](mailto:citymanager@ci.bloomington.mn.us)

**Comprehensive Annual Financial Report**  
The City of Bloomington reports financial year-end results in the approximately 200-page *Comprehensive Annual Financial Report* (CAFR). The *Corporate Report to the Community* summarizes significant data from the 2009 CAFR and the 2010 Annual Budget, and is consistent with Generally Accepted Accounting Principles. The report reflects the net tax cost by service expenditure developed by crediting related revenues against appropriate expenditures and allocating local taxes against the remaining balance.

The *Corporate Report to the Community* is unaudited. This popular report format has been used for the past ten years and is also available on our website.

For a complete review of the City’s financial position for 2008, consult the 2008 CAFR, available from the Hennepin County Library, Bloomington Finance Department or the [City’s website](#). For more information on the 2010 Annual Budget, visit the City’s website or call 952-563-8790.



THE COVER

These City employees represent a small fraction of the more than 500 men and women who serve you daily.

- 1 Greg, Parks and Recreation
- 2 Laura, Fire Prevention
- 3 Charlie, Public Works
- 4 Ricardo, Park Maintenance
- 5 Bob, Engineering
- 6 Laima, Environmental Health
- 7 Chris, Park Maintenance
- 8 Niki, Police
- 9 James, Police
- 10 Lisa, Public Health
- 11 Racel, Licensing

BUILDING FOR SUCCESS



CAPITAL PROJECTS

Capital Projects purchase and improve major assets such as land, structures, equipment and streets.

2008 ACTUAL EXPENDITURES	2009 UNAUDITED EXPENDITURES	2010 BUDGET
\$25,295,319	\$20,252,181	\$32,401,781

SOUTH LOOP DISTRICT

The South Loop District refers to the area in east Bloomington that extends from I-494 on the north, TH 77 on the west to the Minnesota River on the south and east. The South Loop District was previously referred to as the Airport South District. South Loop comprises two-thirds of Bloomington’s residential and commercial development potential and includes features that other cities would love to boast, such as the Mall of America, Bloomington Central Station, a bustling employment center and close proximity to an international airport. Incorporating energy efficiency and sustainability will be a major component of the district plan.

The South Loop Capital Fund was established in 1999 to account for infrastructure improvements within the District. It is funded primarily by liquor and lodging taxes. The approved budget for 2010 is \$25,273,643.



BLOOMINGTON CENTRAL STATION

Bloomington Central Station is a 50-acre, mixed-use, transit-oriented development located on the HealthPartners corporate office campus in the South Loop District. Central to the area is Bloomington Central Station, one of four Hiawatha Light Rail Transit stations in Bloomington.

The Bloomington Central Station Fund was established in 2005 to track transactions for infrastructure improvements to Bloomington Central Station. It is primarily funded through interest-bearing loans from the South Loop Capital Fund. The loans are repaid in full when bonds are sold and the infrastructure costs are assessed to Bloomington Central Station. Bonding occurs approximately every other year to reduce costs. The approved budget for 2010 is \$1,282,649.

PAVEMENT MANAGEMENT PROGRAM



The Pavement Management Program is a funding and implementation plan for repair, maintenance and reconstruction of Bloomington roadways. Identified needs are funded through state aids, assessments and an annual levy. For maximum efficiency, the most cost-effective time to repair streets is calculated and the funding needs are levied over several years. In 2010, approximately \$7 million will be spent for street reconstruction and \$2 million for overlaying existing pavement.



DEBT SERVICE

2008 ACTUAL EXPENDITURES	2009 UNAUDITED EXPENDITURES	2010 BUDGET	AVERAGE NET PROPERTY TAX COST PER MONTH
\$11,187,072*	\$6,762,251	\$6,263,015	\$5.77

Many community needs must be met by the City of Bloomington, including street and infrastructure work, construction projects and equipment purchases. The ability to issue future debt at lower interest rates will provide for our community’s upkeep and renewal without substantially increasing property taxes for debt service.

OUTSTANDING DEBT

The City’s total outstanding debt on December 31, 2009, was \$52,820,000. The total legal debt limit for Bloomington is \$223 million. The City’s net debt per capita is \$468. See right. More than half of Bloomington’s debt will be paid off in 10 years – a sign of strong financial management.

The Port Authority has outstanding debt of \$15.7 million which will be paid off from Tax Increment Financing revenues and local liquor and lodging taxes.

CITY OF BLOOMINGTON BONDS

General Obligation (G.O.) Bonds	\$ 5,285,000
G.O. Improvement Bonds	41,580,000
G.O. Tax Increment Bonds	5,340,000
Enterprise Fund Revenue Bonds	615,000
TOTAL	\$ 52,820,000
Less: Funds on hand	(12,903,024)
TOTAL NET DEBT	\$ 39,916,976*
NET DEBT per capita	\$ 468

PORT AUTHORITY BONDS

Special Tax Revenue Refunding	\$ 9,385,000
Lease Revenue Bonds	6,285,000
TOTAL	\$ 15,670,000

\*Increase due to refunding.

Tom ~ Program Specialist II ~ 34 years



“Being a good listener so that a customer’s questions are fully understood and promptly responded to.”

“Responding to citizen inquiries and requests in a manner exceeding their greatest expectations.”



Carol ~ Administrative Assistant ~ 36 years